



ACQ-2012-0115-RFQQ  
AMENDMENT 3  
February 2, 2012

This is an amendment to ACQ-2012-0115-RFQQ issued by the Administrative Office of the Courts on January 13, 2012 for Quality Assurance Consulting Services for Information Services Division's Superior Court Case Management System project and as amended by Amendment 1 on January 24, 2012 and by Amendment 2 on January 31, 2012.

**This RFQQ is amended as follows:**

- 1.) RFQQ Section 3.8 – Staff Reference Engagements (MS)** is hereby replaced in its entirety as follows:

Vendor must list three (3) recent service engagements occurring within the last five (5) years for each staff member that closely relate to the Services described in this RFQQ. These engagements must have been performed by the staff being proposed by the Vendor in their proposal submitted in response to this RFQQ.

For each staff engagement, Vendor must provide a concise description in five (5) pages or less identifying specifically those engagements that required work for Quality Assurance consulting services. This description must include details regarding the approach to performing the services outlined in **Schedule B – Statement of Work** that the individual performed as a QA service provider for each proposed staff member. In addition to the narrative describing the overall approach to the services and work, include information such as (but not limited to), specific philosophies and/or principles employed, methodologies or tools used in approach to benchmark project status. There must be a sufficient level of detail in the approach to understand the frequency of the different assessments and the methods employed to conduct or complete the work.

For each reference of the three references, Vendor must provide the following information:

- a) Project/Program Name
- b) Contact Name
- c) Contract Title
- d) Contact Email Address
- e) Contact Work Phone
- f) Contact Cell Phone

- g) Project Start Date
- h) Project End Date
- i) Duration of Services Provided
- j) Description of Project/Program
- k) Description of Services Provided
- l) List of Major Deliverables provided to the Client
- m) Short summary of project scope and size

**2.) RFQQ Section 4.2 – Vendor/Customer Communications (MS)** is hereby replaced in its entirety as follows:

The effective performance and utilization of any resulting Contract will require the Vendor to utilize a variety of communication strategies. Vendor must briefly discuss in five (5) pages or less its plan for establishing and maintaining effective communications throughout the required reporting and service period. Total page limitation for this section does not include any work samples or templates provided as appendices by Vendor as part of their response.

**3.) RFQQ Section 4.3 – Consulting Approach (MS)** is hereby replaced in its entirety as follows:

Vendor must briefly describe in two (2) pages or less the methodology that they would use and tailor to meet the needs of this consulting engagement. Specify the key work products that must be created and the three most significant risks to this type of project with mitigations that can be used. Total page limitation for this section does not include any work samples or templates provided as appendices by Vendor as part of their response.

**4.) RFQQ Section 4.4 – Risk Mitigation (MS)** is hereby replaced in its entirety as follows:

In August 2011, a Feasibility Study was completed by a third party vendor for the AOC. This resource document is available at

<http://www.courts.wa.gov/jis/?fa=jis.display&theFile=scmfs/index>

Utilizing Vendor experience for Quality Assurance consulting service for similar project as provided within the Feasibility Study, Vendor must identify items perceived to be the highest risks to service delivery and provide a brief plan in five (5) pages or less for mitigating these risks. Total page limitation for this section does not include any work samples or templates provided as appendices by Vendor as part of their response.

The contents of this RFQQ and any Amendments/addenda and written answers to questions are available on the AOC website at: <http://www.courts.wa.gov/procure/>.

**ALL OTHER TERMS AND CONDITIONS OF THIS RFQQ REMAIN IN FULL FORCE AND EFFECT.**

**STATE OF WASHINGTON**

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